**Examination**

Please note name and all required information should be accurate as this will be the information used for your certificate. For questions that requires select all that apply; all correct responses must be selected. Please return examination to email: **trainforsuccessinc@gmail.com**. Certificate will be sent to your email after successful completion.

**Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**First Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Last Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Profession: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**License number (If applicable) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**State of License: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Email: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Phone number (needed if license or email etc. not correct) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

1. Safeguarding the rights of the clients’/ residents’ personal health information is a legal and ethical obligation as healthcare workers, other professionals and providers.

A. TRUE

B. FALSE

2. Which of the following statement is accurate regarding ethical decision-making?

A. Ethical decision-making is a process of assessing /evaluating the situation and choosing among the alternatives in a manner that is consistent with ethical principles.

B. When making ethical decisions, it is necessary for the professional to perceive and eliminate choices or options that are unethical and choose the best ethical alternative.

C. With ethical decision-making, only the professionals’ personal beliefs are important.

D. Regarding ethical decision-making, professionals have a duty to have respect for the values of others

3. When the professionals are presented with situations that the values, actions or beliefs, are personally or socially unacceptable, the professional should \_\_\_\_\_\_\_\_\_. Select all that apply.

A. Provide skilled professional care.

B. Let the client/ patient know that it is against their personal values.

C. Render respectful care.

D. Refuse to provide care or services as it is against their personal beliefs.

4. Regarding ethical decision-making, professionals have a duty to have respect for the values of others and make sure that they are not giving opinions or making decisions that place them in the position of crossing professional boundaries.

A. TRUE

B. FALSE

5. The professional establishes therapeutic relationships with the clients/ patients and administers care and services taking into consideration the individuals’ lifestyle, religious beliefs and values.

A. TRUE

B. FALSE

6. The professional allows the functional status of the clients/ patients, diagnosis or any disabilities to determine the client’s/patient’s worth.

A. TRUE

B. FALSE

7. Regarding ethical decision-making, the professionals \_\_\_\_\_\_\_\_\_\_\_\_. Select all that apply.

A. Respect the clients’ rights, dignity, and values regardless of their socio-economic status.

B. Do not respect the values and beliefs of the clients/ patients and enforces his/her personal values and beliefs on the clients/patients.

C. Do not allow the functional status of the clients/ patients, diagnosis or any disabilities to determine the client’s/patient’s worth.

D. Respect the values and beliefs of the clients/ patients and avoid enforcing their personal values and beliefs on the clients/patients.

8. Effective communication should always be employed to ensure that the clients / patients’ needs are met at optimum levels of care.

A. TRUE

B. FALSE

9. Non- verbal communicationhas several functions \_\_\_\_\_\_\_. Select all that apply.

A. Non- verbal communication is sometimes a substitute for verbal message such as gestures or facial expressions.

B. Non- verbal communication is frequently used to accent verbal messages.

C. Non- verbal communication is sometimes used to repeat the verbal message for example pointing in a direction while giving directions.

D. Non- verbal communication often complements the verbal message.

E. Non- verbal communication often regulates interactions for example non-verbal cues may indicate when the other person should respond or not respond.

10. Some effective communication strategies include \_\_\_\_\_\_\_. Select all that apply.

A. Start and finish procedure/ task quickly and explain after completion due to time constraint.

B. Explain what you are going to do prior to starting task.

C. Explain the procedure to the client/ patient.

D. Encourage the client/ patient to participate as needed.

11. Some appropriate strategies for effective communication include \_\_\_\_\_\_. Select all that apply.

A. Identify yourself by name and title and greet client/ patient by their name.

B. Greet the client/patient in a courteous manner

C. Approach the client/patient in a calm manner.

D. If the client/patient is in a private room with door closed, knock on the door before entering.

12. Some ways to avoid barriers to conversation includes \_\_\_\_\_\_\_.

A. Discuss or talk about your own personal problems and the problems of other patients or co-workers with the client/patient.

B. Avoid passing judgment

C. Avoid interrupting the clients/ patients when they are speaking

D. Avoid changing the subject.

E. Avoid personal phone calls while client/patient is speaking with you.

13. Speaking and attentive listening should involve \_\_\_\_\_\_\_\_. Select all that apply.

A. Listening and responding appropriately to the clients/ patients

B. Keep conversations brief and concise

C. Telling the client/patient there is not enough time to talk to him or her

D. Avoiding use of slang while communicating.

14. Which of the following is not appropriate while communicating with the client/patient?

A. Speak slowly (avoid the rush tone)

B. Avoid mumbling and speak clearly

C. Employ positive messages by using praise, encouragement, smiles and other methods that are acceptable to the client/ patient.

D. Express that you are angry that he is not adhering to the treatment plan.

15. Effective communication includes \_\_\_\_\_\_\_\_\_. Select all that apply.

A. Be attentive and listen to what the client/ patient is saying.

B. Give/ receive feedback and/or request feedback as appropriate to make sure the communication is understood.

C. Providing explanation to the client/patient but it is not important if he/she understands, the important factor is that explanation was given.

D. Your verbal and nonverbal message should match.

16. Safeguarding the rights of the clients’/ residents’ personal health information is a legal and ethical obligation as healthcare workers, other professionals and providers.

A. TRUE

B. FALSE

17. Which of the following statement is accurate? Select all that apply.

A. Confidentiality is defined as a set of rules or a promise that limits access or place restrictions on certain types of information.

B. Within the health care setting, confidentiality is a major issue in patient/resident care.

C. Only the Physicians and the practitioners are required to maintain confidentiality of patient information.

D. Nurses, social workers, Therapist, Physicians, Certified nursing assistants as well as everyone else who works with the patient has to maintain confidentiality of patient information.

18. Legally, you can be fined or imprisoned; if you talk about the patient or share patient information.

A. TRUE

B. FALSE

19. HIPAA violations involve both civil and criminal penalties which include fines and imprisonment.

A. TRUE

B. FALSE

20. All professionals are required to \_\_\_\_\_\_\_\_. Select all that apply.

A. Avoid actions that are based on prejudice

B. Avoid behavior/ actions that are threatening of others

C. Avoid actions that brings harassment to others

D. Provide fair treatment to others

E. Provide extra special treatment to those of higher socioeconomic status

F. Maintain relationships that are caring.